

**AMENDMENTS TO THE SPECIFICATION**

On page 1, before the section "Field of the Invention", please insert the following new heading and paragraph:

**CROSS REFERENCE TO RELATED APPLICATIONS**

The subject matter of the present application may also be related to the following U.S. Patent Applications: "Providing Access To Diagnostic Information To An Interested Party, Such As A Computer Remote Support Agent," serial No. 10/165,863, filed June 7, 2002; and "Method and Apparatus For Providing Support For An Electronic Device," serial No. 10/852,850, filed May 24, 2004.